

Meet Our Superheroes



The Care Team Company Information

- Formerly InTeliCare Health Services, in Traverse City, Gaylord, and Standish
- Providing Home Healthcare, Palliative Care, and Hospice Care
- Based in Michigan and licensed to serve the entire state
- Eight office locations across lower Michigan to serve our patients and families locally
- Decades of experience and hundreds of skilled, licensed professionals that are ready to ensure you receive exceptional care
- Our care is available wherever you reside; in your private home, in nursing homes, assisted living facilities and in area hospitals
- Friendly and compassionate staff become trusted members of your family, who have your best interests at heart
- Caregivers and patients are supported by a knowledgeable team of experts who are available by phone, anytime, day and night



Skilled Home Health Care

- Specialized care to provide support to you and your loved ones during an advanced illness
- Custom treatment plans designed to ensure your rehabilitation goals are met
- The Care Team works with many insurance providers
- Many insurance providers cover 100% of the cost of skilled home healthcare
- The Care Team will work with your Primary Care Physician to ensure your needs are best met, in a timely fashion



Skilled Home Health Care

Disciplines available:

- Skilled/Registered Nurses
- Physical Therapist/Physical Therapy Assistants
- Occupational Therapist/Occupational Therapy Assistants
- Speech Language Pathologists
- Medical Social Workers
- Home Health Aides
- Dietitians



Skilled Home Health Care – Skilled Services

Specialty Programs include:

- Behavioral health
- Wound care
- Dementia care
- Medication management
- Orthopedic and total joint care
- Diabetic management
- Swallow testing
- Home safety evaluations
- Palliative Care
- Heart/cardiac wellness



Hospice Services

- Hospice is a very high-quality level of care that focuses on comfort and quality of life
- Hospice is a healthcare **benefit**, paid for by Medicare, Medicaid, and most private insurance plans, designed to serve patients and families for six months or longer
- The hospice benefit can be activated when patients transition from aggressive, curative care and accept comfort care and symptom management
- Hospice patients may continue to utilize their current healthcare provider as their attending physician, working with our hospice team
- Hospice patient's care will be fully managed at home, rather than utilizing the emergency room or hospital
- Research has shown people receiving hospice care can live longer than patients who do not utilize hospice care



Hospice Services

Your Care Team, For Life

PATIENTS AND FAMILY are the most important part of a team that will also include:

- Hospice Medical Director, in partnership with your Physician
- Registered Nurses and Licensed Practical Nurses
- Spiritual Care Coordinators
- Bereavement Counselors
- Medical Social Workers
- Home Health Aides
- Volunteers



Hospice Services – The Care Team will:

- Respond to all referrals within **2 hours**
- Admit patients **24/7/365**
- Complete a **Home Safety Evaluation** prior to a patient's discharge from the hospital or facility, if requested
- Provide patients and families with 24/7 access to a **local** staff of nurses
- Create **customized communication** for all patients and families
- Provide **PT/OT consultations** for patients who may benefit from the therapies
- Provide informational visits to **anyone** who seeks our care, aiding everyone in understanding the hospice benefit
- Provide a **hospice eligibility** assessment to **anyone** interested in utilizing their hospice benefit
- Meet patients/families at the emergency room for informational visits



Hospice Services - Hospice is **NOT**....

- Giving up - hospice care is refocusing from curative treatment to comfort care
- Costly – The Care Team hospice will provide durable medical equipment, supplies, necessary medications, care wherever a patient calls home, typically at NO COST to patients and families
- Only for those facing imminent death or actively dying - hospice care is typically provided to patients diagnosed with a life-limiting illness with a prognosis of six months or less, IF their disease were to run its normal course. Medicare will cover hospice care as long as it's deemed necessary by a hospice physician
- Restrictive – hospice patients can and should continue to live their lives in the most fulfilling manner. Patients can work, travel, host poker night or spend a day at the spa, as long as they are able
- Invasive – our hospice team is personalized based on **your** needs and wants. This is YOUR journey. The Care Team is dedicated to making it the best it can be
- A final decision – patients may sign off and on of hospice care as they see fit



Northwest Michigan Contacts

Traverse City office

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Our Locations

HOSPICE OFFICE

5401 Gateway Center,
Suite D
Flint, MI 48507
Phone: 833-483-2273
Fax: 248-479-8126

FARMINGTON HILLS

30600 Northwestern Hwy
Suite 245
Farmington Hills, MI 48334
Phone: 248-957-1999
Fax: 888-990-0589

SAGINAW

3226 Fashion Square Blvd
Saginaw, MI 48603
Home Health – Hospice
Phone: (989) 341-4920
Fax: (989) 341-3988

DOWN RIVER

12621 Hale Street
Riverview, MI 48193
Private Duty
Phone: 734-288-3477
Fax: 734-720-7238

FLINT

5401 Gateway Center, Suite D
Flint, MI 48507
Home Health – Hospice
Phone: 833-483-2273
Fax: 248-479-8126

STANDISH

441 South Main St, Suite 3
Standish, MI 48658
Phone: (989) 846-2222
Fax: (989) 846-4556

GAYLORD

604 West Main Street,
Ste: A
Gaylord, MI 49735
Phone: (989) 448-7446
Fax: (989) 448-7447

TRAVERSE CITY

6170 US 31 North, Ste: B
Williamsburg, MI 49690
Phone: (231) 421-5285
Fax: (231) 421-5281

GRAND RAPIDS

280 West Ann St,
Grand Rapids, MI 49504



Traits of Superheroes

- Courageous
- Strong Moral Code
- A Great Sense of Responsibility
- Fighting Spirit
- Achieves more than is expected

Thank for allowing **The Care Team** the opportunity to share in the journey of the REAL superheroes – *our patients and their loved ones.*

YOU demonstrate the characteristics of a superhero every day, in your strength and determination.

